

# Bath & North East Somerset Council

MEETING	<b>Standards' Committee</b>	
MEETING	<b>19<sup>th</sup> May 2016</b>	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	<b>Report on Assessment of Complaints</b>	
WARD:	All	
<b>AN OPEN PUBLIC ITEM</b>		
<b>List of attachments to this report:</b> <b>Annex 1 – Report on assessment of complaints</b>		

## **1 THE ISSUE**

- 1.1 The Committee is asked to consider Annex 1 (report on assessment of complaints) and discuss any issues arising.

## **2 RECOMMENDATION**

- 2.1 That the Committee consider the report.

## **3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)**

- 3.1 None.

## **4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL**

- 4.1 The Council is required to have in place adequate arrangements to assess complaints and deal with any further actions required.

## **5 THE REPORT**

- 5.1 A table providing information on the complaints received since Maria Lucas, Head of Legal & Democratic Services, Monitoring Officer & Council Solicitor joined Bath & North East Somerset Council, is attached as Appendix 1.

## **6 RATIONALE**

- 6.1 To update the Standards' Committee on complaints received since June 2015.

## **7 OTHER OPTIONS CONSIDERED**

- 7.1 None.

## **8 CONSULTATION**

8.1 Not applicable.

## 9 RISK MANAGEMENT

9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

<b>Contact person</b>	<i>Maria Lucas, Head of Legal &amp; Democratic Services, Monitoring Officer &amp; Council Solicitor (01225) 395171</i>
<b>Background papers</b>	<i>List here any background papers not included with this report, and where/how they are available for inspection.</i>
<b>Please contact the report author if you need to access this report in an alternative format</b>	

**Key –**

<b>P Cllr</b>	<b>Parish Councillor</b>
<b>MoP</b>	<b>Member of the Public</b>
<b>Cllr</b>	<b>BANES Councillor</b>
<b>O</b>	<b>Officer</b>